

**REQUEST FOR PROPOSALS to the Utah State Legislature for a
Phone System or Other Communications System, Service,
and Hardware, RFP No. 2012-02.**

ADDENDUM 4

Addendum Date: July 12, 2012

Item 1

The minimum RFP requirement regarding a call recording capability is that the user must be able to:

- record a call, at any time during a telephone conversation, from the time that the user activates the call recording feature; and
- delete the recording at any time.

The LEGISLATURE is also interested in features that would automatically record a call, but immediately delete the recording upon hanging up, unless a button is pushed to retain the recording. The LEGISLATURE does not want a call recording feature that automatically records and retains calls.

Item 2

The LEGISLATURE requires expedited 24/7 service for the COMMUNICATIONS SYSTEM during its peak use times, which includes: the annual General Session, any Special Session (as called by the governor), and interim days (one day per month from April through November). The LEGISLATURE is used to 20 minute response times in these situations. A longer response time (not to exceed two hours) may be acceptable at other times. The LEGISLATURE would like the option of paying for the expedited service only during its peak use times. Also, the LEGISLATURE would not normally require a response during the late night hours during non-peak times.

Item 3

The LEGISLATURE would like the ability to have live streaming audio of legislative meetings to be played as “music on hold” (i.e. a port that we can pipe the same audio into that we stream live over the Internet) This is not a required feature, but it is a preferred feature.

Item 4

The LEGISLATURE needs to have a small number of phones set up to make international calls and needs to block the rest of the phones from making international calls. Please verify that this is possible with the proposed COMMUNICATIONS SYSTEM and indicate what the cost would be for this feature. Also, for a hosted COMMUNICATIONS SYSTEM where the RFP responder is the carrier or designates the carrier, describe the international calling charges and domestic long-distance charges that will apply to the LEGISLATURE.